

6

Nov 29, 2011

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DEC 6 2011



Alexandria, VA

CL-10438349-8661

Volvo Cars of North America, LLC  
Attn: Volvo Customer Care Center  
1 Volvo Drive  
P.O. Box 914  
Rockleigh, New Jersey 07647

- References: a. Volvo recall number R220.
- b. NHTSA campaign ID number 09V483000
- c. NHTSA Action Number: PE09039
- d. VIN: YV1RS6IN712

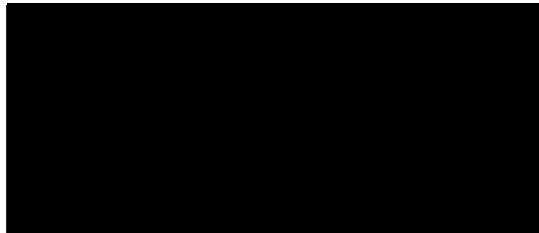
This letter is to request a reimbursement for repairs to my Volvo from a leaking fuel pump. I believe the leak was due to a defective fuel pump part that developed cracks because the vehicle was in locations with extreme climates and temperature cycling as described in Volvo recall R220 and National Highway Traffic Safety Administration campaign 09V483000 (NHTSA action number: PE09039).

The repair cost was a total \$817.47 (parts: \$277.47, labor: \$540) not including tax.

In early October 2011, I smelled a strong gasoline odor coming from my 2001 S60, VIN: YV1RS6IN712. I brought it to my local mechanic and he suggested calling Volvo since he remembered a recall concerning the fuel pump. I called a local Volvo dealer and the toll-free Volvo customer phone number. Representatives at both told me that my car, based on VIN, did not have any fuel system related recalls. I then had my mechanic (an independent Volvo master mechanic) proceed with a diagnosis and repair. He found that gas was leaking from the top plastic portion of the fuel pump assembly (flange). He installed a new Volvo fuel pump assembly, purchased from a local Volvo service center.

My research after the repair makes me believe that this Volvo should be covered by the recall because it was registered, titled and operated for most of its life in two of the states listed in the summary of NHTSA Action Number PE09039: New Mexico (Santa Fe) and Virginia (Arlington and Alexandria). I still have the faulty fuel pump assembly if required. A copy of the repair receipt is enclosed.

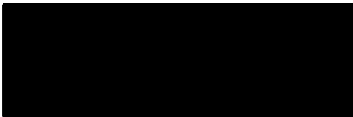
Please reimburse me \$817 for the repair. Thank you.



cc: NHTSA, Office of Defects Investigations/CRD, NVS-216, 1200 New Jersey Avenue, SE Washington, DC 20590 (TCN: KBN29-18423)

ODI: 10438349

MC  
121311  
TGW



Alexandria VA



NO VA 220

30 NOV 2011 PM 5 T



NHTSA  
Office of Defects Investigations CRD NVS-216  
1200 New Jersey Ave SE  
Washington DC 20590

